

# Duty of Care



Committed to Good



**PRIORITISING THE  
SAFETY OF STAFF**



# MINIMISING RISK

**CTG's COMMITMENT TO DUTY OF CARE**

## THE REALITY OF OUR WORK

Political unrest, terrorism as well as medical emergencies are some of the risks CTG staff may face. Our teams work on impactful projects with key agencies tackling some of the world's most complex humanitarian and development challenges. The reality is that risk is always present.

We are committed to providing duty of care to all staff whether in Afghanistan, Somalia, South Sudan, Libya or any other country. The safety of our staff is the number-one priority and we strive to ensure peace of mind to both our teams and our clients.

## HOW DO WE DO THIS?

In the conflict-affected countries we operate in, it is not possible to avoid risk entirely; our role is to manage and mitigate risk through our local knowledge, networks and planning. We strive to keep staff informed and monitor their whereabouts, always adapting to the ever-changing situation on the ground in order to respond when needed.

# SUPPORTING OUR STAFF

Working with experienced providers, CTG offers world-class emergency medical response and crisis management as part of our Duty of Care

## WHEN ASSISTANCE IS NEEDED MOST

Through our global medical assistance company Assist360 a CTG Company, CTG provides an on-the-ground medical and emergency response footprint consisting of:

- AIR AMBULANCES
- MEDICAL ESCORTS
- GROUND TRANSPORTATION
- HOSPITAL PARTNERSHIPS
- PHYSICIANS & CLINICS
- DENTISTS
- LABORATORIES & PHARMACIES

Assist360 holds an exceptional provider network, covering all countries and territories in the world, with an extensive network of carefully selected providers.

This support is in partnership with Security Exchange, a fellow Chelsea Group company, that specialises in crisis management.

## FOR EMERGENCIES:

Call +27 (0) 213 004 356

Email [response@assist360.org](mailto:response@assist360.org)

Please also alert your **Account Manager**

It is essential to alert your CTG Account Manager and/or Field Security Officer as they will assist with coordination.

The Assistance Company will require the following information:

- NAME OF THE PERSON THAT NEEDS TO BE EVACUATED, GENDER, AGE AND DOB.
- NAME OF THE MEDICAL FACILITY, LOCATION WITHIN THE FACILITY, NAME OF THE TREATING DOCTOR AND HIS/HER CONTACT DETAILS.
- FULLEST MEDICAL REPORT AVAILABLE, WITH DIAGNOSIS IF POSSIBLE AND TREATING DOCTOR'S RECOMMENDATIONS.



Assist360 has staff that speak the local languages of the region as well as key international languages. They endeavour to speak the language of the policyholder



# INSURANCE KEY FEATURES

**1** An integrated global Insurance Policy underwritten by Lloyds of London and an 'ultra-local' assistance programme offering medical and political response across conflict-affected countries.

**2** Immediate access through a single international and single local Emergency Response Number to our world-leading medical, security and travel assistance network.

**3** 24/7 support from our Global Response Team, providing security and local medical assistance and incident coordination.

**4** Field agents and local healthcare providers ensure swift, appropriate treatment and minimum treatment delays

## SUBMITTING A CLAIM

Submit your insurance claim directly on [Tayo](#). For further queries about insurance claims please contact your CTG Account Manager or [ctg.claims@assist360.org](mailto:ctg.claims@assist360.org).

## BE INFORMED

We encourage all staff to familiarise themselves with our insurance. Staff will receive a link to an [online summary detailing the cover and exclusions](#). Account Managers will also share details of the policy with staff during the induction process.

# DUTY OF CARE SERVICES

Our staff can expect a holistic approach to security, planning and response



## INSURANCE

Reliable, high-risk insurance coverage and straightforward claims processing



## CRISIS MANAGEMENT

Rapid activation of a team of security and medical professionals



## SECURITY

Provision of static, mobile security, armoured vehicles and armed close protection where needed



## TRAINING

Staff inductions, Hostile Environment Awareness Training, in-country security briefing, and ongoing ethics and code of conduct training



## CTG WELLBEING

Free online counselling support, including further sessions post critical incidents. Counselling available in five languages.



## TRACKING & MONITORING

SafeTrip® ensures staff movements are planned, controlled and monitored



## SECURE FACILITIES

Provision of secure accommodation, office facilities and guarding solutions as required



## EVACUATION

Coordination of evacuation following political unrest, medical emergency or incident



## EMERGENCY RESPONSE PLANS

Planned and adaptive procedures for co-ordinated crisis management



Photo: iain Statham

# RISK MITIGATION APPROACH

We can't eradicate all risk, however our mitigation assessments ensure that we are informed and are implementing the necessary precautions

## MITIGATION MEASURES

By understanding the level of risk, we adapt our mitigation measures accordingly, which may include secure accommodation, personal protective equipment, armoured vehicles or low profile movements. The security measures should reflect the prevailing threat. Some of the situations we assess are:

- ROAD TRAFFIC ACCIDENT
- MEDICAL EMERGENCY
- THREAT OF KIDNAPPING OR UNLAWFUL DETENTION
- SMALL ARMS ATTACK
- OUTBREAK OF DISEASE
- POLITICAL OR CIVIL UNREST
- EXPOSURE TO UNEXPLODED ORDINANCE OR IEDS
- HARASSMENT OR EXPLOITATION
- GENERAL CRIME

## RISK REDUCTION

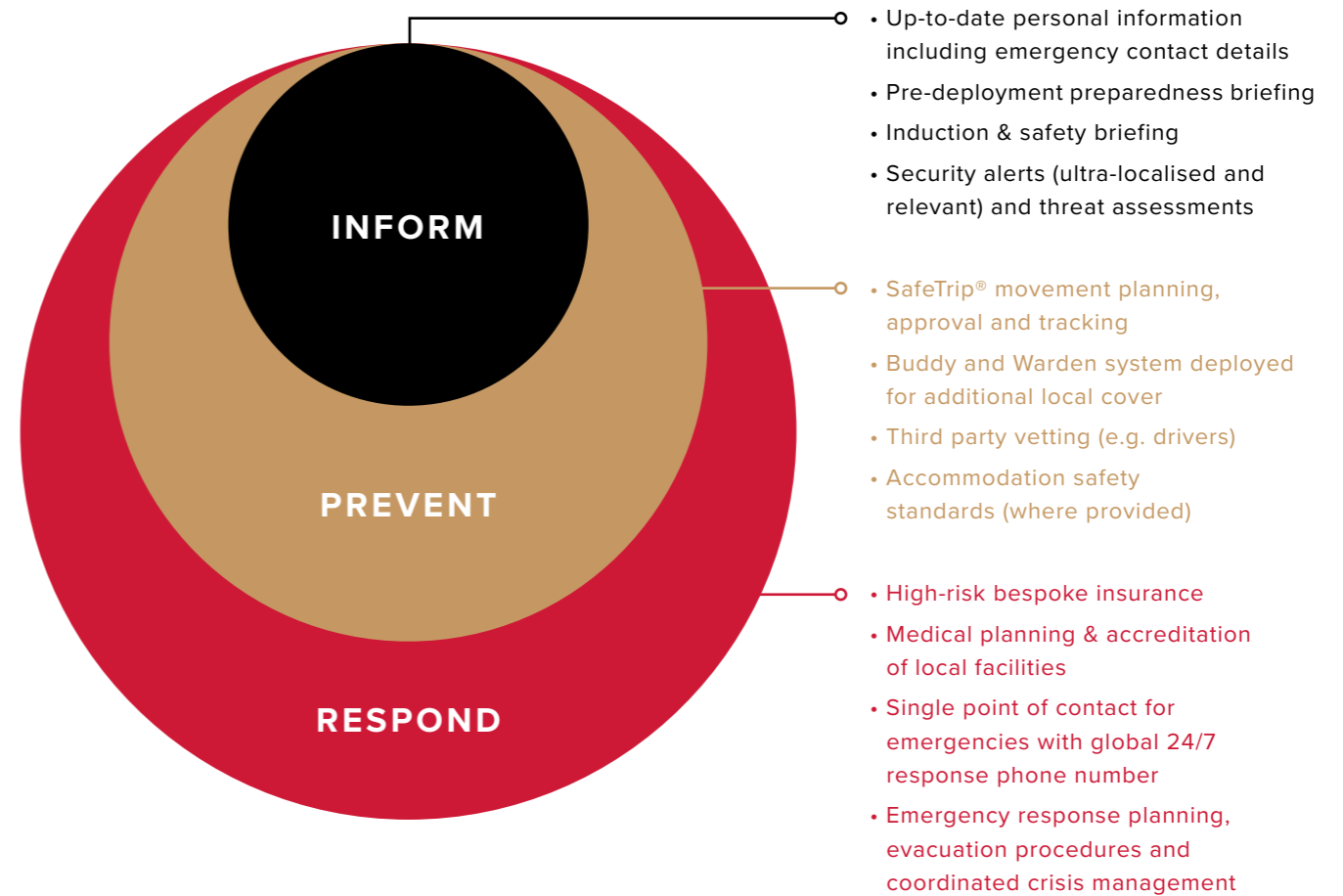
Our goal is to identify risk before it is too late. The best form of risk mitigation is avoidance and it is critical CTG staff do not find themselves in situations of unacceptable risk. We strive to achieve this through our SafeTrip® movement authorisation; through our local networks and information, and our threat assessments which constantly evolve.





# INFORM, PREVENT, RESPOND

Duty of Care is achieved through the provision of multiple layers of planning, information and response capability



## INFORM

# ESSENTIAL TRAINING

Our thorough briefings equip staff with local knowledge and peace of mind

### ARRIVING PREPARED

Upon signature of contract staff receive a detailed induction brief covering:

- |  |   |
|--|---|
|  Local Security Situation                         |  Communications Procedures   |
|  Arrival Procedures                               |  Local Medical Service Availability and Medevac Plan                             |
|  Local Accommodation*                             |  Security Procedures (including Theft, Kidnap, Security Threats, Vehicle Safety) |
|  Local Climate*                                   |  Lockdown and Evacuation Procedures  |
|  Packing Suggestions*                             |  Movement Around the Territory   |
|  Local Cultures, Customs and General Information* |   |

\* Relevant for international staff

### TRAINING

Security training is provided online via CTG Learning which is hosted on Kaya, the Humanitarian Training Academy's e-learning portal. Watch 'Security Training For High Risk Environments' training videos brought to you by Hart, our sister security company and access further courses such as Security Awareness by UNHCR.

Log in to CTG Learning via [our website menu](#).



### SECURITY BRIEFING

Our Field Security Officers provide advice for a wide range of security issues

- BRIEFINGS ON PREVAILING SECURITY SITUATIONS
- SECURITY PROTOCOL
- PROJECT RISK ASSESSMENTS & MITIGATION MEASURES
- EVACUATION & EMERGENCY RESPONSE SOPS
- IN-COUNTRY TRANSPORTATION & SECURITY FACILITIES (INCLUDING CLOSE PROTECTION/PRIVATE SECURITY FACILITIES)
- DAILY SECURITY ALERTS & UPDATES
- SECURITY TRACKING, TO MONITOR MOVEMENTS IN CASE OF HAZARDS





## PREVENT

# SafeTrip®

All staff are required to follow our SafeTrip® procedure. Sharing knowledge of movements enables CTG to act quickly in the case of an emergency

### HOW SafeTrip® WORKS

- Staff are required to notify CTG through the SafeTrip® process of all movements away from duty station.
- Each movement request is to be coded High, Medium or Low risk; actions are taken according to the risk profile.
- Staff identify their own 'buddy' who is closely linked to their work patterns. The Buddy has no responsibility nor liability for the safety and security of their colleague but should any scheduled 'check in' be missed the Buddy would immediately alert the Emergency Response line.
- If SafeTrip® protocol is adopted, our Field Security Officers can provide critical information on any geographical area, local elders, clans, political and provincial dynamics long before staff move into an area. Where necessary, movement plans may be adjusted to ensure safety and security of the staff/ team and project outcomes.
- Staff are selected based on their extensive geographical and cultural knowledge of the areas and people we work with on different projects, to permit communication with local contacts and grass-roots networks.



Photo: Iain Statham

## PREVENT

# SAFETY ON THE GROUND

CTG has experience in 25 fragile and conflict-affected countries. We are here to support our teams

## FIELD SECURITY OFFICERS

Our Field Security Officers are in constant liaison with our operations and security management globally and provide staff with updates on local security situations as well as any amendments to risk mitigation methodologies. The Field Security Officer should always be the first point of contact for any security concern and will lead on any serious crisis, evacuation and headcount reporting.



## SECURITY SERVICES

CTG uses a range of security providers where required, including Hart, a fellow Chelsea Group company and internationally recognised risk management provider. Providers are vetted and operate in accordance with all applicable global security standards. Facilitation of comprehensive security services will be in accordance with prevailing security situations.

## EQUIPMENT

According to the requirement, staff have access to additional equipment including: personal protective equipment, satellite telephones etc. Staff travelling in a secure convoy will receive a movement brief in conjunction with the service provider.



## SECURE ACCOMMODATION AND FACILITIES

Secure living and work accommodation, such as Chelsea Village, in the secure zone of the Aden Adde International Airport, Mogadishu, can be procured. Chelsea Village guests stay in high-end container rooms; the comfortable camp is fully secure with bunker, access to 24/7 armed security and welfare facilities such as gym and other recreational areas.

## **RESPOND**

# ACTION IN TIMES OF CRISIS

Our experienced crisis management team responds quickly in the case of an emergency

## **EMERGENCY RESPONSE**

Country relevant Standard Operating Procedures are in place to manage a full evacuation of staff, should the need arise. In the event of an emergency, our Crisis Management Team will be mobilised. This support is provided by Security Exchange, experts in crisis management with more than 20 years' experience. Examples of such events might be:

- POLITICAL EVACUATION
- DEATH OR SERIOUS INJURY
- DISASTER AFFECTING THE TEAM'S ABILITY TO FUNCTION
- MASS CASUALTIES
- COMMUNICATIONS FAILURE
- MAJOR FRAUD
- KIDNAP
- IMPRISONMENT
- COMPENSATION CLAIM AGAINST THE ORGANISATION ARISING OUT OF A SECURITY INCIDENT
- ANY INCIDENT WHICH HAS GENERATED OR IS LIKELY TO GENERATE MEDIA INTEREST

### **ASSIST360 EMERGENCY RESPONSE CENTRE**

Call **+27 (0) 213 004 356**

Email **[response@assist360.org](mailto:response@assist360.org)**

Please also alert your **Account Manager**

In case of an emergency call CTG Global Response, a dedicated 24/7 helpline run by an experienced crisis management team.

\* These Emergency Details can be found on our website on the home page and under 'Work With Us/Duty of Care'. Please make note of them and store on your phone.

These numbers will also be on your CTG ID card as well as a local emergency number.



# WHAT CTG EXPECTS FROM STAFF

As a business, we hold ourselves to the highest ethical standards and expect the same when it comes to the conduct of our staff. Behaving responsibly and with respect will contribute to staff safety

*“ CTG expects all staff to be courteous, fair and honest in their dealings. We will not tolerate fraud, corruption, abuse, bullying, violence, exploitation (sexual or other), discrimination, harassment, forced labour, slavery or any other disparagement of stakeholders or clients or behaviour by any person which is unfair towards or with respect to any other person or group.”*

*“ A zero-tolerance approach is taken for any threats of, or actual, violence, sexual exploitation, abuse, verbal or psychological harassment, or corruption.”*

– From CTG’s Code of Conduct

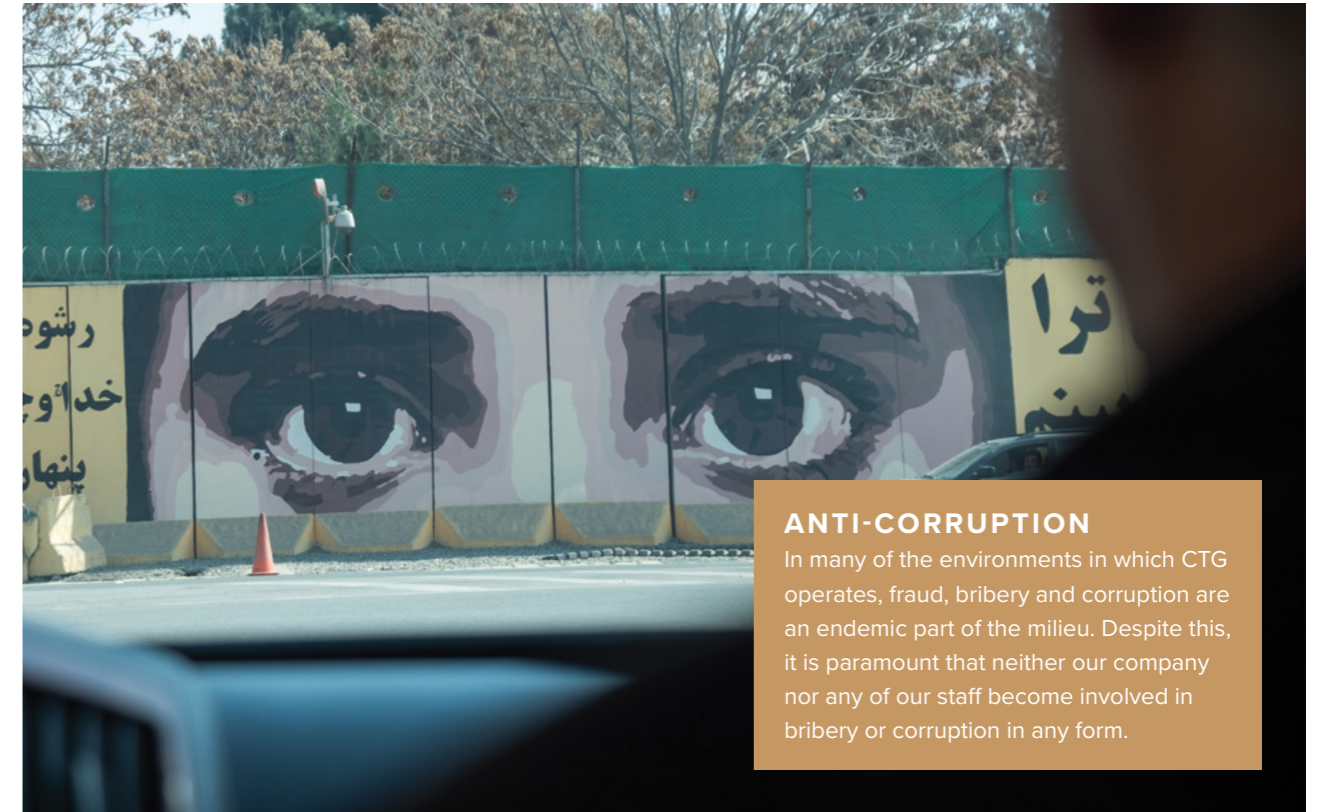
All staff are required to familiarise themselves with our Code of Conduct and acknowledge the reading of it on CTG Learning before deployment. This is a mandatory requirement in order to commence your role with CTG.



# BLOW THE WHISTLE!

CTG’s Duty of Care extends to protection from abuse or harassment of any sort. It is our policy to ensure that there is an open and safe environment in which staff can report any suspicions of misconduct or wrongdoing confidentially. All whistleblowers are protected against retaliation for reporting or providing information.

If you have been subjected to or have witnessed unethical behaviour, harassment or wrongdoing, it is your duty to report it – raise your concerns immediately to [ethics@ctg.org](mailto:ethics@ctg.org)



## ANTI-CORRUPTION

In many of the environments in which CTG operates, fraud, bribery and corruption are an endemic part of the milieu. Despite this, it is paramount that neither our company nor any of our staff become involved in bribery or corruption in any form.



# IMPORTANT INFORMATION

## **ASSIST360 EMERGENCY RESPONSE CENTRE**

Call **+27 (0) 213 004 356**

Email **[response@assist360.org](mailto:response@assist360.org)**

Please also alert your **Account Manager**

## **FOR CLAIMS:**

**[ctg.claims@assist360.org](mailto:ctg.claims@assist360.org)**

## **FOR WHISTLEBLOWING:**

**[ethics@ctg.org](mailto:ethics@ctg.org)**

We encourage staff to familiarise themselves with the local response contact emergency number. This will be included on their CTG ID card.